



State of Nevada – Department Of Personnel

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
EMPLOYER SERVICE OFFICE MANAGER	36	A	12.114

DEFINITION OF THE CLASS:

Under general direction, manages a metropolitan employer service office by providing service to employers and job seekers and performs related duties as required.

EXAMPLES OF WORK: (The following is used as a partial description and is not restrictive as to duties required.)

Supervises, plans, coordinates and directs the work of staff in a metropolitan employer service office by planning and assigning all employer contact activities and special projects for employer relations representatives, ensuring that staff are trained and knowledgeable about employment service policies, procedures and regulations, evaluating work performance, initiating disciplinary action, and recommending the hire of new employees.

Develops, implements and monitors long and short range marketing strategies by meeting with local office managers to analyze actual performance against measurable goals, and to identify trends and areas where adjustments are needed.

Provides technical employment services to employers such as recruitment assistance, job analysis, affirmative action counseling, and dissemination of pertinent industry and labor market information by assigning staff to implement employment services such as conducting recruitments and directing staff in research on industry and labor market information.

Meets with employers and the general public concerning unusual employment needs or problems; attends meetings and conferences and engages in public relations in the community by representing and explaining the various services provided by the Employment Security Department.

Acts as liaison with employer groups by: informing employers of Department services, laws and administrative rules, conducting workshops for employer groups, giving speeches, TV interviews, etc.; and attending meetings and participating as a member of groups such as the Chamber of Commerce and the Economic Development Authority.

Provides data processing reports to cost centers in the area on a daily basis, giving immediate notice of new job orders.

Analyzes needs for staff, office space, equipment and supplies in accordance with budgetary limitations.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These may be acquired on the job and/or needed to perform the work assigned.)

Knowledge of statistical approaches to assist in the evaluation process. Knowledge of the Code of Federal Regulations, the Nevada Revised Statutes, contracts and procedures of the employment service. Knowledge of employment service programs.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (cont.)

Ability to manage a budget, including auditing actual and projected costs, analyzing cost sources and controlling costs to keep the budget balanced. Ability to write concise, logical, grammatically correct analytical report, contract proposals and position papers and policies and procedures to inform others of program requirements and required performance levels. Ability to negotiate, exchange ideas, information and opinions with others to formulate policies and programs. Ability to reason persuasively to convince upper management to develop plans of action. Ability to establish and maintain cooperative working relationships. Ability to supervise staff members including organizing work, delegating responsibility, training, evaluating effectiveness, and administering necessary discipline. Ability to coordinate staff and field resources by determining the time, place and sequence of actions to be taken on the basis of analysis of data. Ability to modify and/or adapt program design procedures or methods to accomplish contractual objectives in a cost effective manner. Ability to perform a variety of duties, often changing from one task to another of a different nature. Ability to work independently and follow through on assignments with minimal direction. Ability to accept equivocal circumstances and take action where answers to a problem are not readily apparent.

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

Knowledge of employment service programs.

Ability to manage space, equipment and material, including developing plans, establishing costs, justifying purchases, and planning schedules in order to efficiently accomplish program objectives. Ability to read, interpret and apply technical and legal documents, such as the Code of Federal Regulations, Nevada Revised Statutes, contracts and procedures manuals of other state agencies and the Employment Security Department. Ability to read a variety of professional and other publications applying to human services, economical conditions and analysis, and research in program areas. Ability to write grammatically correct memoranda and business correspondence to explain, inform, teach or advise others of the program status. Ability to discuss a variety of job related topics on short or no notice handling rapid changes in conversation. Ability to make oral group presentations to community groups, other state and federal departments or other sections of the Employment Security Department. Ability to speak on a one-to-one basis in person or over the phone to obtain required information, explain policies, ideas and procedures. Ability to add, subtract, multiply and divide whole numbers, fractions, and decimals to estimate the financial and performance status of various programs. Ability to compute ratios, rates and percentages to ensure comparative effectiveness of program activities against contract goals. Ability to motivate others and stimulate staff to effective action. Ability to mediate between contending parties or groups. Ability to work as part of a team. Ability to interact with persons of various social, cultural, economic and educational backgrounds. Ability to interact diplomatically with the public in a high volume continuous public contact setting. Ability to maintain equanimity in the face of resistance, indifference or hostility. Ability to compare, and analyze reports such as ENDS and financial data to judge whether they are similar to or different from prescribed standards using logic and quantitative reasoning. Ability to analyze information, problems, situations, practices and procedures. Ability to perceive and define a cause and effect relationship in program operations. Ability to organize material, information, and people in a systematic way to optimize efficiency and minimize duplication of efforts. Ability to perform under the stress of frequent interruptions or distractions. Ability to perform effectively under the conditions of a fluctuating workload. Ability to set priorities which accurately reflect the relative importance of job responsibilities.

EDUCATION AND/OR WORK EXPERIENCE:

I

Five (5) years of supervisory, managerial or consultive experience in marketing; OR

II

A Bachelor's degree from an accredited college or university in business administration or marketing and three (3) years of experience described above; OR

III

Two (2) years of experience as an Employment Specialist II in Nevada State service; OR

IV

One (1) year of experience as an Employment Specialist III in Nevada State service.

EQUIVALENCY STATEMENT:

Forty eight (48) semester credits from an accredited college or university in one or a combination of the following fields: math, English, business, political science, public administration, social work, psychology, law, sociology, or computer science may be substituted for one (1) year of the required experience.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

ESTABLISHED: 12.114
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